

RE: Clifford Way, Maidstone, Kent

This Code of Conduct is in place to ensure all residents have a safe and peaceful living environment, and is in line with the terms and conditions of your property's Lease as well as UK government regulations.

Internal Communal Areas

- Do not use the communal areas for anything that may become a nuisance, annoyance or inconvenience to other residents.
- Keep all personal items inside your property.
- Please do not discard unwanted post or leaflets in the communal areas.
- **Under no circumstances are any items to be stored within the communal areas, including the service cupboards and hallways. Any items placed in the communal areas are considered to be an obstruction and could compromise the safe evacuation or add fuel to any developing fire, as well as jeopardise the Building Insurance Policy.**

External Communal Areas

- Please report any vandalism and dog fouling.
- Under no circumstances are any items to be stored within the communal garden, including washing.
- BBQ's are not allowed within the communal gardens.

Smoking Do not throw cigarette butts out of windows or over the side of balconies.

Rubbish Disposal

- Do not throw rubbish, rags or other refuse into sinks, basins and lavatories - any blockage caused is your responsibility.
- All rubbish is to be placed only within the bins stores provided.
- All domestic waste is to be put in refuse sack before placing in the bins provided.
- Under no circumstances are bin bags to be left in the communal hallways or outside the bin stores.
- Residents are responsible for the disposal of their own bulky waste. Please do not leave any bulky waste in the bin store. There is a Household Waste Recycling Centre in Tovil (ME15 6RJ), alternatively Maidstone Borough Council will collect 1 – 4 items for a fee of £23 and 5 – 8 items for a fee of £33 (prices correct Sept 16), please visit their website <http://www.maidstone.gov.uk/residents/binsandrecycling> for details.

Outside Property

- Please make sure that washing and/or hanging items are not visible from the outside of your property at any time.

Code of Conduct for All Residents

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Parking and Driving

- Please drive with care and beware of pedestrians.
- Residents should use only their own dedicated parking spaces or garage.
- Visitor parking spaces are for the exclusive use of visitors. There is a maximum stay of 4 hours, no return for 24 hours.
- Parking by residents and visitors is not allowed on estate roads, forecourts or any other areas in the grounds.
- Motorcycles, cars and commercial vehicles up to 1,5 tonne are permitted to be parked.

Security

- Please ensure that the communal entrance door is closed securely when entering or exiting the building.

Pets

- In order prevent pets from becoming a nuisance to other tenants, no pets are allowed at Clifford Way without the prior written consent of the Freeholder of the Clifford Way estate.
- Dog owners are responsible for removing any fouling from the estate.
- Dogs must be kept on a lead at all times.

Use of the Gym

- Opening times: 8am – 10pm
- Gym access is restricted to residents or immediate family of residents over the age of 12 years. Children under the age of 15 must be accompanied by a parent or guardian.
- All users must sign in the Gym Register.
- Please leave the gym as you would wish to find it.
- It is the responsibility of the resident to ensure that they, or any family member, are sufficiently fit and free from adverse medical conditions to use the gym.
- The managing agent accepts no responsibility or liability for any injury or loss of health as a result of using the gym.
- Food, alcohol and smoking are not allowed in the gym.

Guests/Visitors/Tenants

- All guests, tenants etc. are required to comply with the Code of Conduct.
- Leaseholders/freeholders are responsible for their guests and/or tenant's compliance.

To report any of the issues listed above please call **Pembroke Property Management on 0333 3442 100** or email support@pembrokepm.co.uk

Thank you for your co-operation.

Kind regards,

Pembroke PM Support

